

# 2008-2009 PERFORMANCE PLAN – INTERIM CHIEF EXECUTIVE OFFICER (K. Marzion)

## *Qualitative Performance Measures*

Weight	Factor	Performance Measure	Incentive Schedule
45%	Annual Plan Priorities	<p>By June 20, 2008, or as indicated, complete the following strategies as identified in Annual Plan Projects:</p> <p><u>Customer Service</u></p> <ul style="list-style-type: none"> <li>• By June 30, 2009 complete 85% of cross-divisional Escalated Customer Inquiries within 10 days (objective shared by AESB, MBSB, HBB).</li> <li>• By September 30, 2008 complete demographic assessment of Northern California Counties and determine if customer service levels are consistent with other counties served throughout the state. If customer service levels are below the desired level, by June 30, 2009 implement initiatives to ensure a higher level of customer service to Northern state members.</li> <li>• Continue to implement our 4-year plan (ending 2010-11) to expand the Retirement Planning Fairs so every member has the opportunity to attend an event. By June 30, 2009 increase attendance at Retirement Planning Fairs by 50% over 05/06.</li> </ul> <p><u>Health</u></p> <ul style="list-style-type: none"> <li>• Develop a staffing and resource plan for the Health Benefits Branch that allows it to effectively meet the Board's current and future strategic agenda as well as ongoing workload. The plan should assess the need for increased budgetary and personnel authority, and provide recommendations in this regard. The future implications of PSR/ETM for the workload of the Branch should also be considered. The CEO shall provide the Board with a report by December 31, 2008.</li> <li>• Ensure that the Health Benefits Programs' goals and priorities are aligned with Board direction. Work with the HBC Chair to manage the structure and content of the July 2008 offsite to achieve this result. Provide the Board with a renewed strategic direction by the September 2008 HBC for approval.</li> </ul>	From Schedule

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	Annual Plan Priorities (cont.)	<ul style="list-style-type: none"> <li>• Ensure that employee and employer groups are appropriately involved/consulted on development of new program changes and directions, and determine what utilization data can be shared with them during rate renewals for the 2010 plan year. Obtain Board approval of the approach and plan by September 2008.</li> <li>• Continue staff efforts utilizing regional councils to inform and engage select communities regarding the cost of health care and what local members can do with CalPERS to make local health providers more accountable and responsive. Plan to be approved by the HBC by October 2008.</li> <li>• Expand outreach by a) incorporating member health cost/quality education component into 2009 Retirement Planning Fairs b) speaking at member and employer organization conferences; developing frequent content for member and employer organization newsletters that provides ongoing context for the Board's efforts to protect members' health security</li> <li>• Assuming the Board approves this direction, conduct a Board workshop on the potential options for design and implementation of a single administrator model for managing the CalPERS health program. Work with the HBC Chair to determine structure and content of the workshop to be held in August 2008.</li> <li>• Control and manage health data assets. Attend to the Board and constituent interests regarding transparency and effective use of this asset. Provide a plan for approval by the Board by February 2009.</li> </ul>	
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20%	Special Projects	<p>Complete special projects identified by the Board, meeting performance objectives established by the Board at the time of assignment. This will include acting on emerging issues in a manner that maximizes the potential benefit and minimizes the risk to CalPERS. Report to the Board on actions taken.</p> <p>1. <u>Employee Account OPEB Trust</u> (Pending July 2008 Board Direction)</p> <p>By December 31, 2008, prepare a final recommendation to the Board regarding the establishment of an OPEB pre-funding trust for employees of California public agencies. At a minimum the following will be included in the recommendation:</p> <ul style="list-style-type: none"> <li>• Program structure including trust form, rules, policies and legislative language</li> <li>• Trust program investment approach</li> <li>• Program administration structure</li> <li>• Outreach plan to inform employers and employees about the program</li> <li>• Methods to finance the start up of a new self funded program</li> <li>• A schedule for implementing the program</li> </ul> <p>2. <u>Establish a CalPERS Enterprise Privacy and Security Program</u></p> <p>By June 30, 2009 establish and implement an Enterprise Privacy and Security Program at the Executive level that includes the following:</p> <ul style="list-style-type: none"> <li>• Create and obtain approval of an Executive CEA level Security/Privacy Officer</li> <li>• Develop a long-term enterprise security and privacy strategy or vision, and begin developing an overarching enterprise security and privacy plan that will be completed and approved in FY 09/10.</li> </ul>	From Schedule
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	Special Projects (cont.)	<ul style="list-style-type: none"> <li>• Eliminate the Privacy and Security fragmentation in CalPERS.</li> <li>• Consolidate and coordinate enterprise wide documentation of privacy and security policies, procedures, practices, standards, guidelines and reporting, to ensure compliance with current State of California guidance and State Administration Manual.</li> <li>• Develop and implement an overall security and privacy planning and communication process.</li> <li>• Design an effective organizational governance structure to improve decision making and accountability</li> </ul> <p>3. <u>Wellness at CalPERS</u></p> <p>By December 31, 2008, develop and offer CalPERS employees an enhanced Wellness Program. The enhanced Wellness Program shall provide opportunities for broad employee involvement, and include components addressing exercise, nutrition, weight loss and health screening.</p> <p>4. <u>Enterprise Workload</u></p> <p>By March 1, 2009, develop and begin implementation of a comprehensive process for monitoring and managing ongoing enterprise workload and other initiatives.</p>	
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20%	Pension System Resumption Project	<p>By January 31, 2009, complete Detail Design Specifications for all PSR Application Development.</p> <p>Detail Design Specifications completed by Quarter:</p> <ul style="list-style-type: none"> <li>• First Quarter: By September 30, 2008, complete the Detail Design Specifications for Application Development Blocks 3,4, and 5</li> <li>• Second Quarter: By December 31, 2008, complete the Detail Design Specifications for Application Development Blocks 6,7, and 8</li> <li>• Third Quarter: By March 31, 2009, complete the Detail Design Specifications for Application Development Blocks 9 and 10</li> </ul> <p>Structured Code Reviews completed by Quarter:</p> <ul style="list-style-type: none"> <li>• Second Quarter: By December 31, 2008, complete the Structured Code Review for Application Development Blocks 2, 3, and 4</li> <li>• Third Quarter: By March 31, 2009, complete the Structured Code Review for Application Development Blocks 5,6 and 7</li> <li>• Fourth Quarter: By June 30, 2009, complete the Structure Code Review for Application Development Blacks 8 and 9</li> </ul> <p>By December 31, 2008, 98% of reporting employers know the methods by which they will deliver information to CalPERS.</p> <p>By June 30, 2009, 90% of reporting employers can transfer information in an acceptable format to CalPERS.</p>	From Schedule
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15%	Enterprise Leadership and Management Communication	<p>By December 31, 2008, complete a program of frequent and consistent communications on program activities, challenges and emerging issues. Program to receive satisfactory ratings from the Board, Senior Management, Staff and Constituent Group Leaders through satisfaction surveys.</p> <p>At a minimum the program will include:</p> <ul style="list-style-type: none"> <li>• Monthly communiqués to staff</li> <li>• As needed or requested, update to Board members outside of Board week</li> <li>• Weekly executive staff meetings with focused outcomes</li> <li>• Periodic updates or meetings with Division Chiefs</li> <li>• Leadership in ensuring that constituent group needs are raised and facilitated</li> </ul> <p>By January 31, 2008, develop and implement phase 2 of the communications program, using input and feedback from audiences. Re-survey by June 30, 2009.</p>	From Schedule
100%	Total	Qualitative Measures	